



LYNX MOBILITY SERVICES

Carry On Policy

Effective July 2025, the following is our carry-on policy for all Lynx Mobility Services vehicles:

1. The following are not allowed in any Lynx vehicle:
 - Large items
 - Large packages
 - Large baggage
 - Strollers that do not fold
 - Gasoline or Propane
2. Each customer can only bring items and/or bags that fit on their lap or directly in front of their feet.
3. Lynx Mobility Services will not transport any item that needs to go to a:
 - Transfer station
 - A recycling or bottle return place
 - Trash station
4. Items that are a safety or health concern are not allowed on our Lynx vehicles. If you do not follow this policy, you will get a verbal warning. If you get three (3) warnings, you will not be able to use Lynx for general public transportation.
5. This policy is for all rides from Lynx Mobility Services.

We ask for your help in ensuring the health and safety of all passengers and drivers.



LYNX MOBILITY SERVICES 973-3695

Riders Using LYNX Agency, Volunteer vehicles or Taxi's

We require two full business days' notice to reserve a ride not including the day you call. Example: an appointment for Monday must be called in by 4:30 p.m. on the previous Wednesday. The office and call center are closed on major holidays. Plan ahead when setting up or cancelling rides. Only people or animals approved when the ride was set up can ride.

How to Cancel your Ride: Please tell us as soon as you can if you need to cancel, because our schedules are busy. Monday-Friday (8:00 AM to 4:30 PM): Call 973-3695. Talk to someone to cancel your ride.

When the office is closed: call 973-3695. Press the number 2 on your phone. Say your full name and tell us which ride and date you want to cancel.

Your Ride is Late After 4:30 PM? Here's What to Do.

If it is after 4:30 PM and your driver is more than 10 minutes late: Call 973-3695 and press the number 1 on your phone. Leave a message for the after-hours dispatcher. Tell them: Your name, phone number we can call you at and what is happening (my ride is late). Dispatch will call the driver to see if they are coming. They will also call you if they need more information to help you find your driver.

How to be ready for your ride:

Be ready early and watch for your driver. We ask for your understanding if drivers are not always able to return to you at an exact time. The unexpected can happen and drivers can get behind schedule. Please be patient – our drivers will return for you.

If you are expecting a ride and a car arrives near your appointment time, ask them if the ride is for you. It could be a taxi or volunteer, we have sent.

What not to do in the agency, volunteer vehicles and taxis include:

- Cursing or swearing at other passengers, passersby or the driver
- Yelling at other passengers, the driver or passersby
- Pushing, shoving or hitting other passengers or the driver
- Failure to remain seat belted while vehicle is in motion
- Eating or drinking while in the vehicle
- Obscene gestures made to other passengers, drivers or pedestrians
- Spitting or excretion of any bodily fluids
- Leave children in the vehicle while you are at an appointment. Drivers should not take responsibility for supervising children.

What happens if I break the rules?

The first time, you will get a warning. The second time, you might not be able to get rides anymore.

Inclement Weather Policy

On stormy days, watch Channel 2 and Channel 5 for “no Penquis Transportation” and follow us on Facebook at Penquis-Helping Today Building Tomorrow for weather closures.



Penquis Transportation Services No-Show Policy

Penquis Transportation Services has a policy for no-shows. If you no-show a ride, we will try to reach you before the driver leaves. Please keep your phone number and information up to date.

Definition of No-Show

NO-SHOW may mean: A trip is set up and the driver arrives within the pick-up time window and

- a) The rider is not at the pick-up location within 10 minutes after the scheduled pick up time,*
- b) The rider says they will not be going when the driver arrives to pick them up,*
- c) The rider called to cancel, but the driver was already there, or on their way.*

If the first part of the ride is a no-show, the return ride will be cancelled. We will not count both trips as no shows. If the rider states they still need their return ride, it will not be cancelled. If the return is requested and then no showed, you will be charged with that no-show as well.

NOTE: If the rider calls far enough in advance to cancel the trip, it will not be considered a no show. We encourage people to call and keep us informed when you do not need the rides you have scheduled.

No-Show Responses

If a rider has three (3) no-shows in a thirty (30) day period, rides will be stopped for thirty (30) days.

If the rides start again and the rider has three (3) more no-shows in a thirty (30) day period, the rides will be stopped for sixty (60) days.

If the rides start again and the rider has three (3) more no-shows in a 30-day period, the rides will be stopped for ninety (90) days.

Penquis Transportation Services will have to approve any rides after the ninety (90) days.

Some transportation, but not all, may be eligible for reimbursement if requested.



LYNX MOBILITY SERVICES
973-3695

REIMBURSEMENT FOR TRANSPORTATION

To be reimbursed for going to an appointment, you must use our forms. This is the only way to be reimbursed. All other forms will be returned to you. We have put forms here for you to use.

Need more forms?

- Print them: get them from our website: www.penquis.org
- Copy them: Make copies of blank forms.
- Ask us: Call us, and we will mail more forms to you.

Ready to turn in your forms?

- Mail them: Send them to us here:
Lynx PO BOX 1162
Bangor, ME 04402
- Drop them off: Put them in the drop-off slot by the front door of the Penquis building.
The address is 262 Harlow St, Bangor, ME 04401.
- Email them: Send them to: transportationfiscal@penquis.org

You must call us **BEFORE** you go to your appointment to tell us about it.
If it is an emergency, call us as soon as you get home and our office is open.

To tell us about an appointment for reimbursement:

Call Lynx Mobility Services 973-3695 Monday through Friday between 8:00 AM and 4:30 PM to set up a time for your reimbursement appointment.

INCLEMENT WEATHER POLICY

On stormy days, watch Channel 2 and Channel 5 for “Penquis Business Offices are closed” or follow us on Facebook at Penquis-Helping Today Building Tomorrow to know if our call center has closed.